

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**HUMAN RESOURCES DIRECTOR
HUMAN RESOURCES DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs highly responsible human resources administration work in directing the activities of the City's Human Resources Department. Employee reports to the Assistant City Manager, and serves at the pleasure of the City Manager.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for administering the programs and activities of the Human Resources Department. Work involves developing programs and policies in such human resources components as recruitment, selection, position classification, compensation, employee relations, employee benefits, training, insurance, and employee health services. The employee provides direction and planning for the long-term human resources needs of City departments. Work is performed with wide latitude, allowing for the exercise of independent judgment and initiative and is reviewed by the City Manager's Office for goal attainments and resolution of problems. Supervision is exercised over professional, technical and clerical staff. Work is performed under broadly outlined objectives and is evaluated through conferences and the analysis of program achievement.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Works closely with the City Manager and the City's Quality Council in determining long-range vision and direction in developing the City's workforce.

Responsible for developing performance benchmarks aimed at tracking human resources-related data in an effort to enhance departmental operations in meeting the needs of management and the workforce.

Interprets human resources policy for department directors and employees in group sessions and on an individual basis; conducts studies concerning development and administration of personnel policies and programs; submits recommendations for the consideration and approval of the City Manager.

Secures the approval of personnel transactions by the City Manager as required; directs the preparation and maintenance of personnel records and reports for the City Manager.

Directs the administration of position classification and pay plans; conducts studies related to the continued maintenance of the classification and pay plans; makes recommendations to the City Manager concerning appropriate revisions.

Directs the administration of employee benefit programs, including federal COBRA, Immigration Reform and Control Act compliance, FMLA, HIPAA and others.

HUMAN RESOURCES DIRECTOR

Advises, consults, and counsels the City Manager, department directors, supervisory and non-supervisory employees, legal staff and boards on personnel matters and makes recommendations based on research and evaluation findings.

Directs the process of employee disciplinary actions, grievance procedures, employee relations, and employee assistance programs.

Monitors and enforces personnel actions in accordance with established rules, regulations, state and federal laws, and Fair Labor Standards Act compliance.

Collaborates with Risk Management in supervising Workers' Compensation program in accordance with established laws and regulations.

Monitors unemployment insurance procedures and hearings.

Provides recruitment assistance to various City departments and agencies; coordinates preliminary phases associated with the employee and selection process; interviews and corresponds with applicants for employment; provides direction to the development and administration of entrance and promotional examinations.

Appears before the City Council to explain proposed regulations, policies or programs; presents information on proposed classification changes.

Researches personnel trends and recommends new or revised programs, emphasis or procedures.

Prepares departmental budget and monitors expenditures.

Interviews and hires departmental employees; completes employee evaluations; grants vacation, sick leave, and time off; reviews and approves leave requests under the Family and Medical Leave Act; and recommends departmental employees for merit increases and promotions.

Provides assistance and advice to the Quality Council and to quality improvement teams.

Trains human resources staff to maintain and administer the personnel system.

ADDITIONAL JOB FUNCTIONS

Performs related work assignments as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of the principles and practices of public personnel administration.

Thorough knowledge of personnel and management principles, practices and techniques as they relate to the administration of manpower resources and planning, position management, staff development and training, policy development and administration, employee relations, and related personnel and management functions and services.

Considerable knowledge of organization, functions and programs of City government.

Considerable knowledge of the current literature, trends, and developments in the field of governmental human resources.

General knowledge of administrative, managerial and supervisory practices and techniques involved in directing personnel management programs and services.

Working knowledge of computer capabilities as related to numerous personnel programs and payroll.

Ability to provide leadership and to supervise the planning, development and establishment of new, modified and/or improved personnel programs, services and activities.

HUMAN RESOURCES DIRECTOR

Ability to work with a variety of officials at different levels of government under differing managerial controls and at different physical locations.

Ability to organize and supervise effective personnel management programs and services and to promote personnel management practices as a part of the total management process.

Ability to establish and maintain effective working relationships with departmental or organizational supervisors, managers, division directors, consultants and State personnel representatives.

Ability to communicate effectively with individuals and groups orally and in writing.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree in public, business or personnel administration or a related field, preferably supplemented by a Master's degree in personnel management, public administration or a related field and 6 to 9 years of progressively professional experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

SPECIAL REQUIREMENT

Possession of Society for Human Resource Management SPHR certificate is preferred.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health and safety of the employee or others in the workplace.

Salary Grade 29
Exempt